COMP3900/9900 20T1

TUES14

WAITER PROJECT

Submission Date: 8 March 2020

SCRUM MASTER:

JOEL LAWRENCE	Z3331029	Z3331029@UNSW.EDU.AU

DEVELOPERS:

BURTON CHEN	Z5075078	Z5075078@UNSW.EDU.AU
JINTAO LI	Z5202432	Z5202432@UNSW.EDU.AU
KARL AMBOSTA	Z5160236	Z5160236@UNSW.EDU.AU
SILVIA XU	Z5078647	Z5078647@UNSW.EDU.AU

TABLE OF CONTENTS

1. INTRODUCTION

1.1 BACKGROUND

Nowadays, when a diner intends to eat in a restaurant, it is difficult for them to have a pleasant dining experience. Firstly, they need to wait for wait staff to serve them. The menu only includes the names of dishes and, with some luck, a few pictures on rare occasions, and thus it can be difficult to select a dish.

In the current economic climate, the waiter is stretched between the needs of other customers and is often unable to offer much help with this dilemma. When the diner completes their selection and manages to order, it is a long time before all dishes ready, with the risk that there is a mistake or a missing dish due to various reasons. When the diner finishes their meal, they must further wait longer for the waiter to approach with the bill creating a sometimes-awkward situation.

With the development of society and the prevalence of fast food culture, the traditional ordering method is no longer suitable for contemporary society. There are deficiencies in the traditional ordering method. When the restaurant is at its peak, the disadvantages of the traditional ordering method become apparent, not only for customers, but also for restaurant staff.

1.2 AIM

We aim to create a friendly, effective and easy-use application to solve the problems restaurants are facing. For different people in the restaurant setting, it will provide different functions tailored to their needs, which will deliver a better dining experience for every person involved, not just the diner.

To assist with the delivery of our aim, we have broken our aim into our goals for each stakeholder group that we have identified within the dining experience.

Customers

Any customer will be able to directly order themselves without the need for a waiter. All information and menu advice will be available within the palm of their hand using their personal mobile devices. They will also be able to directly and discreetly call a waiter using their device if any issues arise.

Wait Staff

Wait staff will no longer need to focus on areas or perform 'laps' causing continuous diner interruption. They will be task-oriented based on events within their view of the dining application. Should customers be having difficulty, they will be able to intervene and assist them with the ordering process.

Restaurant Owners and Managers

The owner/s and/or manager/s of the restaurant will be able to have direct oversight of their entire operations from start to finish. They will have insights into their dining team's performance, monetary takings and customer trends.

Kitchen Staff

Kitchen staff will be able to view orders incoming, prioritise orders, see live wait time results, update the stage of the order and notify wait staff when items are ready for collection.

Cashier

The cashier team will be able directly deliver a bill to a customer as requested and will able to take payment easily with itemised, easy-to-understand bill.

2. CASE FOR CHANGE

Problem Statement:

Traditionally, in the dining environment whether casual or formal, wait staff make up one of the most significant parts of the overall experience. Regardless of how good the food is, a poor customer interaction experience can ultimately ruin the dining experience for a customer. It can therefore be inferred that restaurants that nail down the customer experience by providing an excellent customer experience, are more likely to be successful.

Within the current economic climate, the costs of operations are rising due to factors such as team remunerations costs, ingredient prices and property rent increases. It has never been more crucial for restaurants to not only remain profitable, but to ensure they are providing the best possible customer experience for every single customer. This is a massive and complex challenge.

It is clear that a better solution is needed to deliver a consistent experience for every customer while driving efficiencies within the kitchen and the wait team. Such a system will help generate more sales while assisting to drive down costs, ultimately ensuring a more profitable restaurant.

To further explain some of the ongoing issues faced within the restaurant industry, they have been summarised below into customer issues and restaurant staff issues:

Customers:

- Menu presentation: Often menus can be dirty, require cleaning or are generally in a state of disrepair. This cheapens the dining experience and sets a bad impression from the very start.

- Menu language: In the vibrant, multi-cultural world we are living in, having a menu in one language only can be frustrating. Trying to include multiple languages within the one menu also looks cluttered and does not solve this issue.

- Mistaken orders: It is all too common due to noise, inexperience or other factors that wait staff incorrectly take down an order, or the kitchen makes a mistake when preparing the order or the wait staff deliver the order to the incorrect table or a combination of these and more! This is problematic as it causes multiple inefficiencies while being a generally unpleasant experience for the customer who is now dealing with the problem.

- The awkward staring game: Towards the end of the dining experience, it is far too prevalent that a customer is stuck waiting for their bill. Due to difficult nature of calling wait staff without making too much of a scene, this can lead to customers trying all sorts of methods to get attention to simply obtain the bill. Further, it also raises the question within the customers mind on whether they are expected to simply get up and visit the front counter to finalise their bill. This protocol is extremely varied between restaurants leading to customers ultimately finishing their meal feeling confused.

- Interrupted conversations: Often during a nice meal, the attending customers can be having an intimate or in-depth conversation only to have the ambience broken by someone within the wait staff team interrupting. While well intentioned, this practice can have unintended consequences leaving customers feeling flustered or pressured. Due to the fine line required

between under-servicing and over-servicing customers, and with the level of service expectation desired varying by person, this creates a situation where an unintended disruption is guaranteed to occur.

Restaurant Staff:

- Additional items added to the menu: When new items are added to the menu, a new copy of the menu will have to be printed and organised. This will be a strain on the resources of the restaurant, where every time an item is added a staff member will have to spend significant time editing or creating the menu, determining the quantity to be printed and the quality of the prints ensuring that it suits the needs of the restaurant. While it may seem like a simple task, it leads to high inefficiencies and costly venture for the restaurant.

- Incorrect or forgotten orders: Many of the current systems including paper-based or IT based systems has the wait staff taking down the orders for the customer; in cases of paper-based systems, the waiter will have to write down the order and then enter it into another system. This leads to confusion, errors and sometimes items may be forgotten and left off the order. Similarly, in an IT based solution system, a wait staff may confuse orders, misheard what item the customer ordered and might not enter an order into the system. This ultimately decreases the perspective that the customer on the professionalism of the restaurant and an unsatisfactory dining experience.

- Lack of staff during peak hours: With the current systems, it is difficult for staff to manage significant numbers of customer during peak hour. Wait staff would have to continuously walk around the restaurant seeing if any new customers are arriving, any customer wanting to order, serving food, any customers wanting to pay the bill and customers wanting assistance. In situations with a lack of staff, it becomes almost impossible to manage where the amount of time it takes for a staff to serve customers increases longer causing a dissatisfactory dining experience and work environment.

3. PROPOSAL – OPTIONS

3.1. OPTION 1 – MAINTAIN THE CURRENT STATUS QUO

Currently, restaurants and cafes have the complete freedom to choose how they maintain and operate their business. As a business, they must decide to either design and use their own paper-based system, design and build their own IT solution, licence one of the many point-of -sale (POS) solutions currently available, licence a separate inventory management system or choose any combination of the previous.

The multi-mix of solutions to solve this problem not only leads to vastly different experience for customers depending on where they choose to dine, this also leads to staff requiring heavy onboarding training due to the vastly complex variety of systems. The complex nature of the current systems is resulting in wasted time, energy and expense.

3.2. OPTION 2 – BUY A 3RD PARTY SOLUTION FROM ELSEWHERE

Based on the current climate described previously, there is ample room for improvement and cost savings from efficiency gains that can be made. It is possible to licence a solution that is setup by another party.

Some examples of solutions currently available are below:

- https://squareup.com/au/en
- https://www.lsretail.com/products/ls-one-hospitality
- http://www.tabletwaiter.com/
- https://sassco.com.au/products/waiter-pos/
- https://possector.com/

Aside from the ease and convenience of third-party solutions, due to the relative immaturity of many of these solutions and their business operators, there are some major concerns that need to be addressed before signing up for a ready-made solution.

A few of these major concerns are:

- What's the opportunity cost to the restaurant if the project delivery runs past the deadline?
- What happens to the tool if the people responsible for it leave the company?
- How reliable will the current solution be vs. an off-the-shelf tool?
- How much time will it take to train our team on a new solution?
- Will the tool scale effectively to meet the restaurant's needs?
- How long is the licensing period? How will I change solution or my operating model if I am stuck on a long-term license?

One of the most notable features of on the market solutions currently is the need for either specific hardware, the need to purchase accompanying hardware or licensing costs depending on how many users. This is a huge barrier to new entrants into the restaurant scene as it requires a lot of prediction based on limited data. It is also a barrier technologically for scalability and reliability. Further, if you find a bug, you're relying on the vendor to resolve it quickly and efficiently. This is a significant risk in an infant market and a risk likely not worth taking for many businesses interested in implementing a solution of this nature.

3.3. OPTION 3 – DESIGN AND BUILD A CUSTOM SOLUTION

Many businesses and solutions providers underestimate how much maintenance and iteration is required to keep a tool running smoothly and scaling effectively—especially when that tool directly impacts the user experience. By designing and building a custom solution, we are able to focus on delivering a solution that is easily scalable while operating on always available principles through the use of current cloud-based web services providers while not sacrificing customer experience. Further, cloud-based models only charge on a per-usage basis and hence, individual restaurants will only be charged for exactly what they use, not what they 'plan' to use.

A custom solution can be highly compatible and will feature a responsive web-based design such that any web browsing device can access and use the solution. On top of this, we will be able to add or subtract built-in features to design a solution that can be tailored to any business.

As our target market features many small businesses, a custom solution will address the following for these businesses:

- Limited budget.
- Lack of technical proficiency.
- Lack of time.
- Increased productivity

A custom solution can create one comprehensive technology platform as opposed to using multiple different programs. An integrated platform can yield major efficiency gains since all the data is one place and users do not have to switch between different websites as part of their workflow.

4. USER STORIES (EPICS)

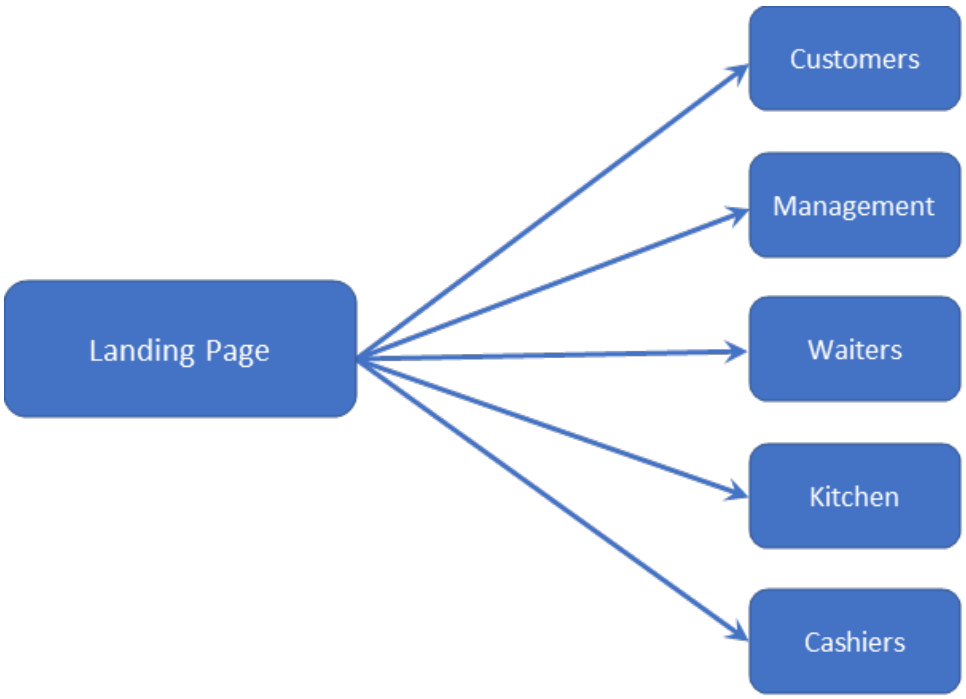
An EPIC can be defined as a big chunk of work that has one common objective. As such, we have broken down our problem into each stakeholder group. These groups are:

- Customers
- Waiters
- Cashiers
- Kitchen
- Management

Each group has a particular experience and interaction that they envisage when using our platform and thus our EPICs are designed such that our user stories will focus on interaction and good customer experience.

We have also setup a sixth epic in relation to our initial landing and login page. This is a shared resource for all users and thus the following flow diagram can help explain our interaction process as well as our Epics.

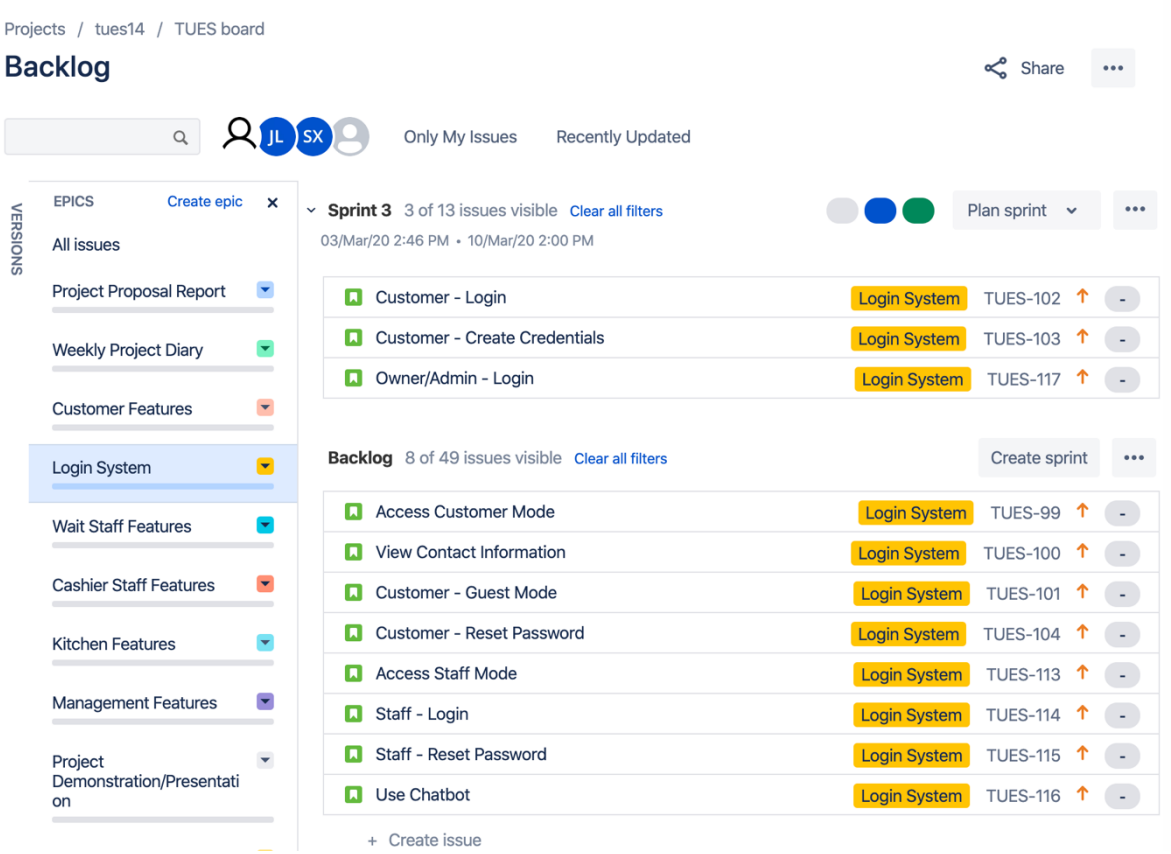
User stories are located in the appendix.



5. SOLUTION OVERVIEW

These are our desired features which has inspired our user stories in Jira. These user stories are also located [within our appendix.]

The screenshot below is an example of the user stories that have been created in Jira for the Login System EPIC.



5.1. NON-OPTIONAL FEATURES

For simplicity; the features will be broken down into the initial shared start 'landing' page that all users will arrive at. From here, based upon login details, they will move into each user group zone as specified.

5.1.1. GENERAL START PAGE

A login (or similar) screen to help differentiate the different types of users that can use this app.

- Used to either access 'Customer Mode' or 'Staff Mode' of the application
- Provide venue contact information outside of the app
- Login and authentication portal (one overall portal, staff access will be determined here for a correct upgrade of app privileges) (Planned API usage via Facebook, Google, Microsoft, Auth0)
- Sign up option for new users (depending on API provided authentication features)

5.1.2. CUSTOMER MODE

Upon logging in customers will be able to do the following:

- Select the table number that they are sitting at. This will create a new table order in the system and ensure wait staff are notified of this occurring.
- View menu to see what is on offer.
- Order food from the Menu.
- Allow comments on ordered items to advise of any change requests to menu item i.e. please remove tomato.
- Option to call a waiter, this will generate a call on any waiter's device that assistance is required, the accepting waiter will accept the request, and this will notify customer of waiter on the way.
- Be able to view the live bill/order.
- Place a request for bill to be finalized, this will generate a notice for cashier/waiters that table needs clearing and a bill needs to be brought to the customer.
- Review menu items via simple 5-star rating system.
- Show the progress of order items, i.e. preparing, cooking, serving.

5.1.2. WAITER MODE

- View menu to see what is on offer.
- View all order with ability to sort by current and previously open.
- Place orders on behalf of a customer.
- View call outs via notification with ability to be the acceptor of the call out.
- Mark call out as completed once having accepted and dealt with the customer.
- Get notifications when kitchen items are ready for being delivered from kitchen to customer.
- Mark a food item as completed when delivered to customer.

5.1.3. CASHIER MODE

- View menu to see what is on offer.
- View all order with ability to sort by current and previously open.
- Be able to print out bills for tables
- Settle bill within the system to signify payment taken and order being closed
- View live statistics such a number of free tables for quick overview

5.1.4. KITCHEN MODE

- View menu to see what is on offer.
- View waiting orders time-sorted to know what to cook, in what order.
- View old orders in the system to check mistakes or double check as required.
- Change order status from received, to preparing, to cooking, to serving to ready for collection.

5.1.5. MANAGEMENT OVERVIEW DASHBOARD

- View live statistics such a number of free tables for quick overview
- View more detailed statistics (API linkage into data visualisation platforms)
- Daily Takings Report
- Historical Takings Report e.g. vs. this day last year.
- Add/remove/update categories to menu e.g. entree
- Add/remove/update menu items e.g. an item within entrée
- Update the order of menu categories to highlight different sections due to reasons like seasonal variation.

5.2. OPTIONAL FEATURES

These features are additions we are planning on including as we progress through agile working that can further enhance our project.

They are as follows:

- A customer loyalty system:
  - Management can set up dynamic discounts / rewards for members.
  - Customers can sign up / log in temporarily.
  - Tracks members history and save favourite items.

- Voice assistant integration: for ordering simply by talking to your device.

- Chatbot integration within the ordering app:
  - Request assistance or clarification of menu items.
  - Check item pricing.
  - Check calories of menu item.
  - Check the status of their order.
  - Ask if there are any deals/promotions for the restaurant.
  - Ask customers to review the restaurant.

- Augmented Reality Menu: to see in front of you what it would look like.

- Recommender System:
  - Auto recommend dishes according to recent orders, customer favorites or based off what customers generally order together (i.e. do you need rice with that?).

- Bookings feature: tied into The Fork, OpenTable API etc.

- Multi-lingual feature: switch language by selecting that languages flag.

- Groups feature: all diners at a table can join their tables bill and order, the owner of the bill would have a code generated that they share to their friends for security.
  - Split bill feature built into groups: assign items on bill to relevant person to assist with easy bill splitting.

- API integration for food delivery services: for uber eats/Deliveroo etc. so the system can also handle takeaway food orders with ease.

5.3. IDEAS THAT CAN'T BE IMPLEMENTED YET

These are features we believe are either beyond our abilities or are currently out of scope for the project.

- Payment portal for customer to settle the bill so the cashier role is eliminated. This would require setup of some form of payment account and as this is proof of concept, is not a useless for cost/time expense.

5.4. TECHNICAL DESIGN

In order to decide on the technology used for the design of the application, it is important to consider the goals of the project and the key characteristics that are required. The application will need to be able to adapt to the needs of any aspect of the restaurant, including customer and waiters, in an efficient manner.

One consideration is that it will be particularly important to be able to prototype and implement changes quickly due to the time sensitive nature of the project. Another requirement is that the app is easily accessible, and as such to develop a web app which can be adapted to any mobile system, compared to developing separate mobile apps. As the app will be both customer and client facing, the performance and responsiveness of the app will be a major factor in deciding on the technology and system architecture chosen.

The major components of the software architecture can be broken into the infrastructure and framework layer (back-end client), the interface layer (front-end client), the database layer and the API layer.

The infrastructure and framework layer of the architecture will contain the back-end client of the web app, and communicate with the database and API layer, before serving the information to the front end through API endpoints. Since the ability to create fast prototypes and adaptability is important for our project, Python Django will be core technology in the infrastructure layer.

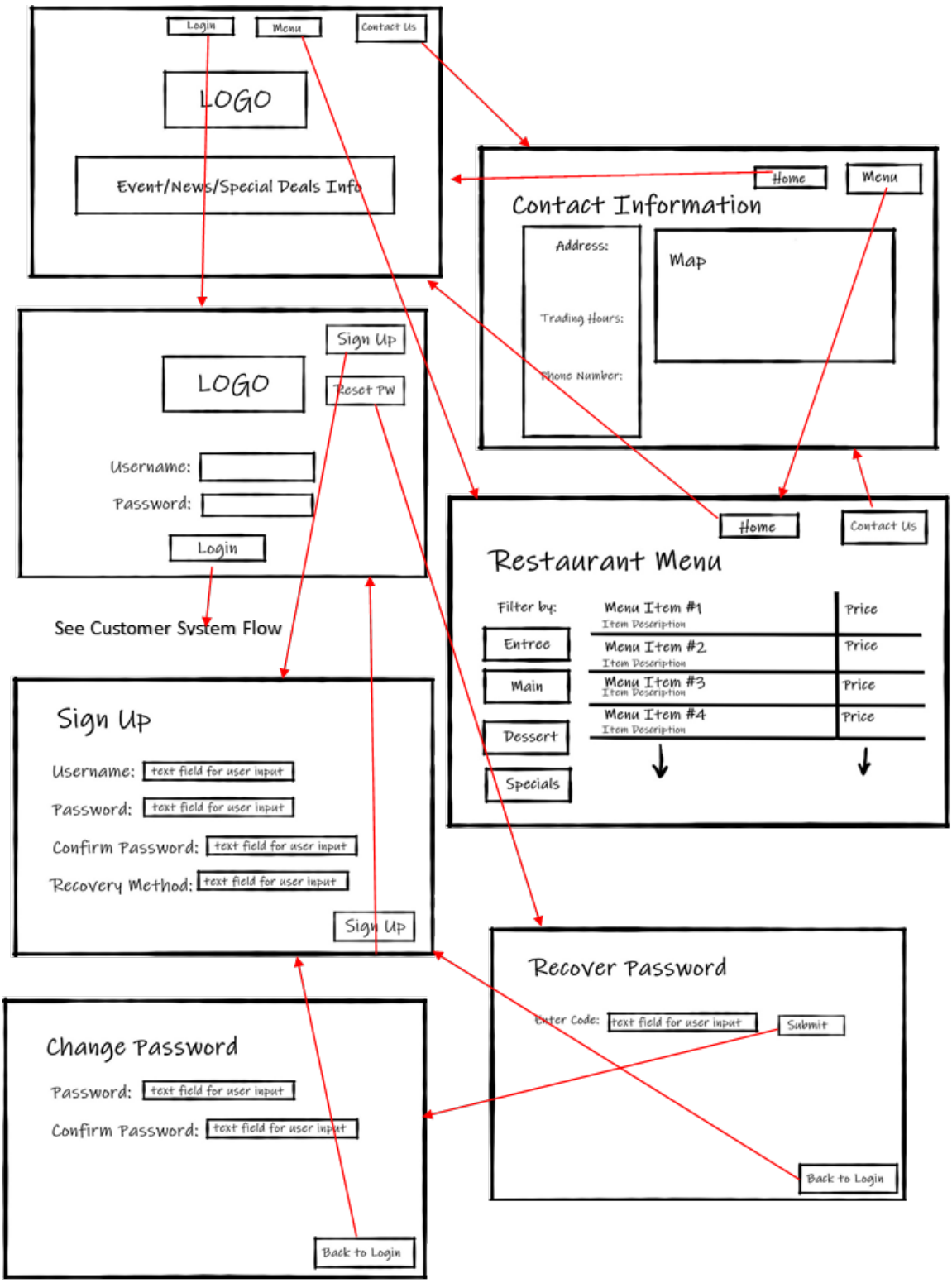
The interface layer will be the user interface the customers and client directly interact with and contains the front-end aspect of the web app. For functionality and the ability to streamline the process of creating a seamless UI/UX, Bootstrap and Vue.JS will be the core frameworks used in the interface layer.

The database layer will communicate with the backend client and store all the information of the web app, such as the menu items, customer and client details, orders and bills. Django provides native support for a range of databases, so considering the need for ease of use and scalability, MySQL was chosen over the other SQL based databases such as SQLite3.

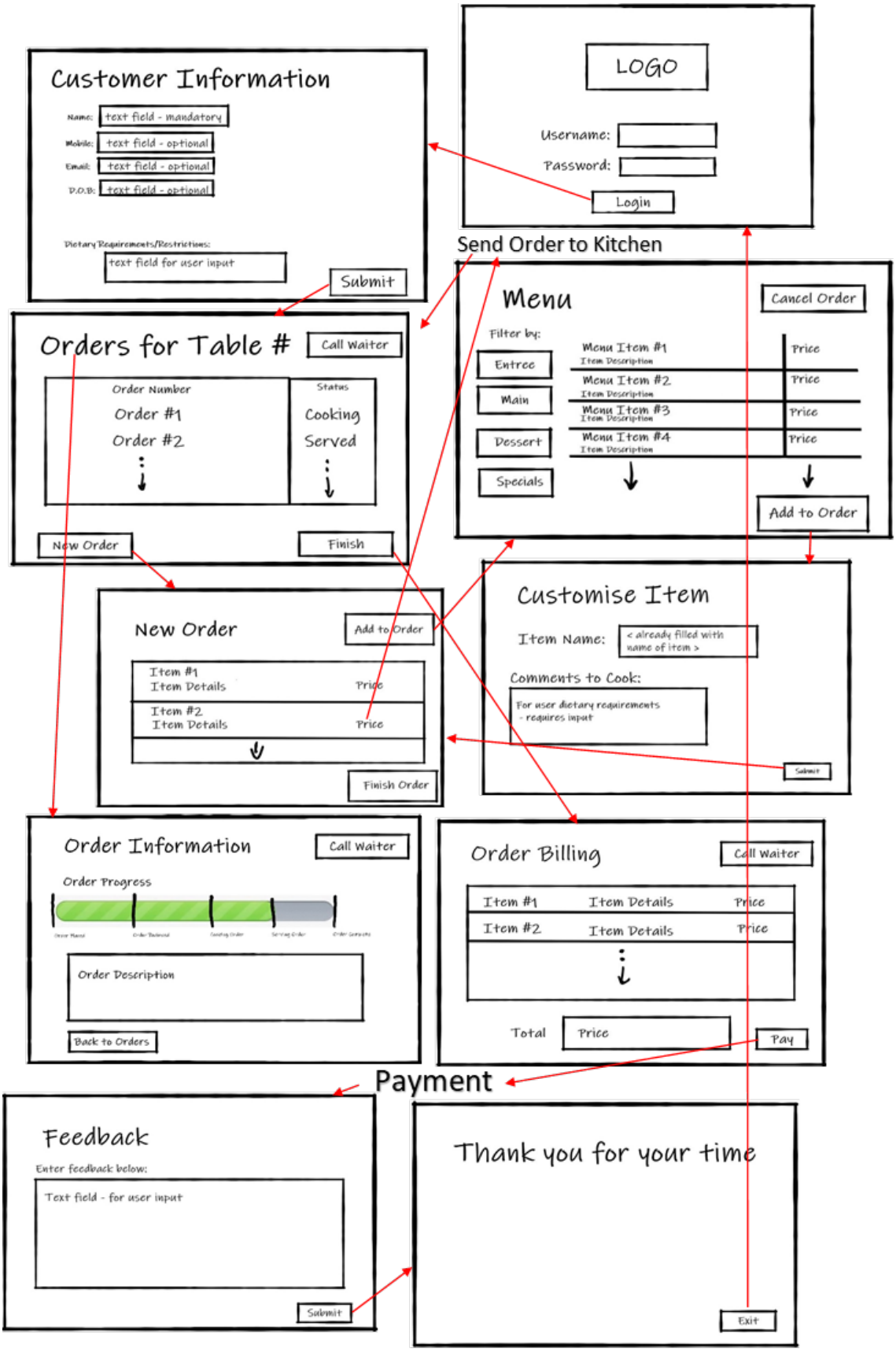
The API layer includes external APIs that will be integrated to add additional functionality to the project and will be directly communicating with the backend client. We have chosen to integrate Google, Microsoft, Twitter, Facebook's and potentially Autho0 API to automate the sign-up process for the customer.

5.5. SYSTEM FLOW DIAGRAM

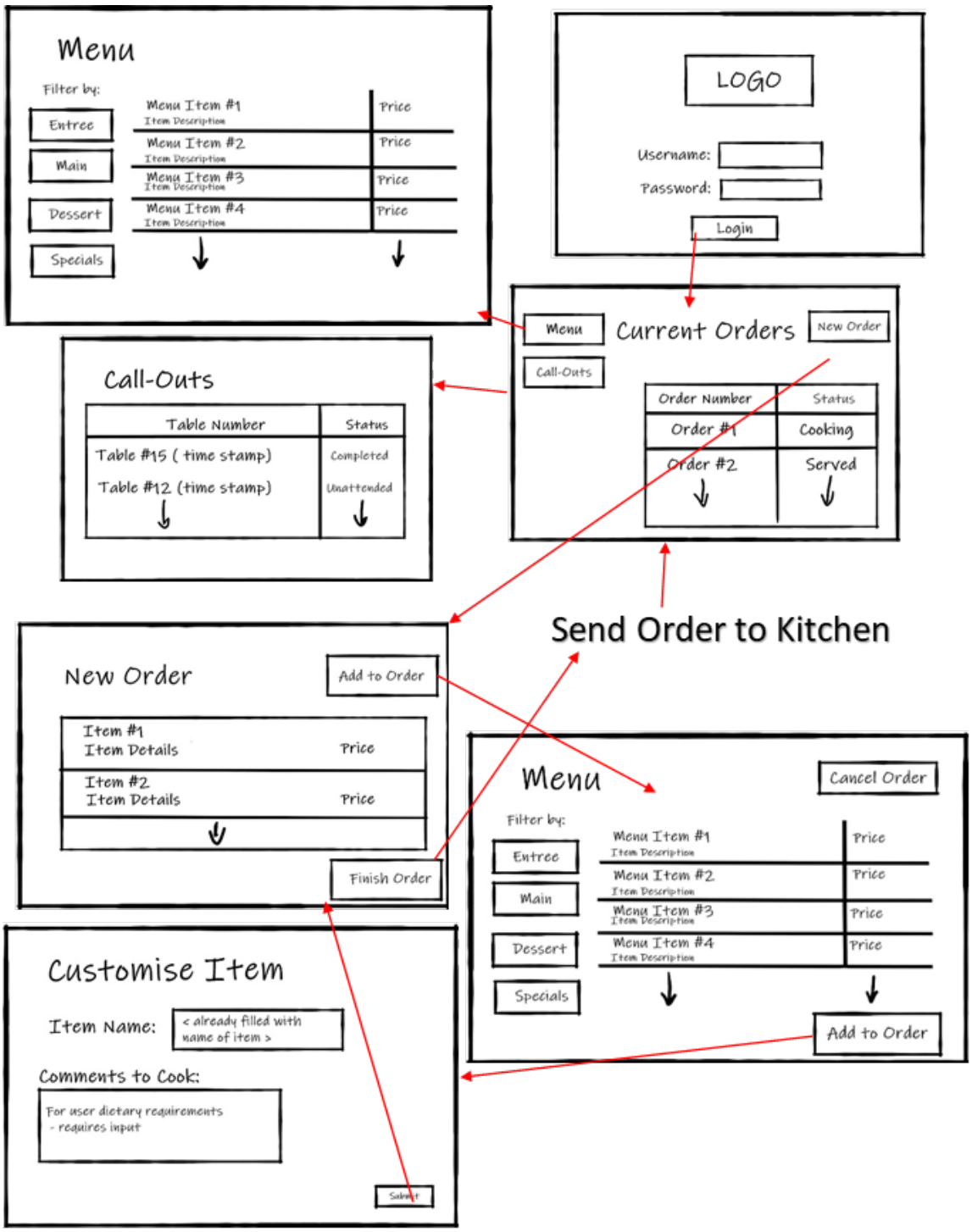
GENERAL START PAGE



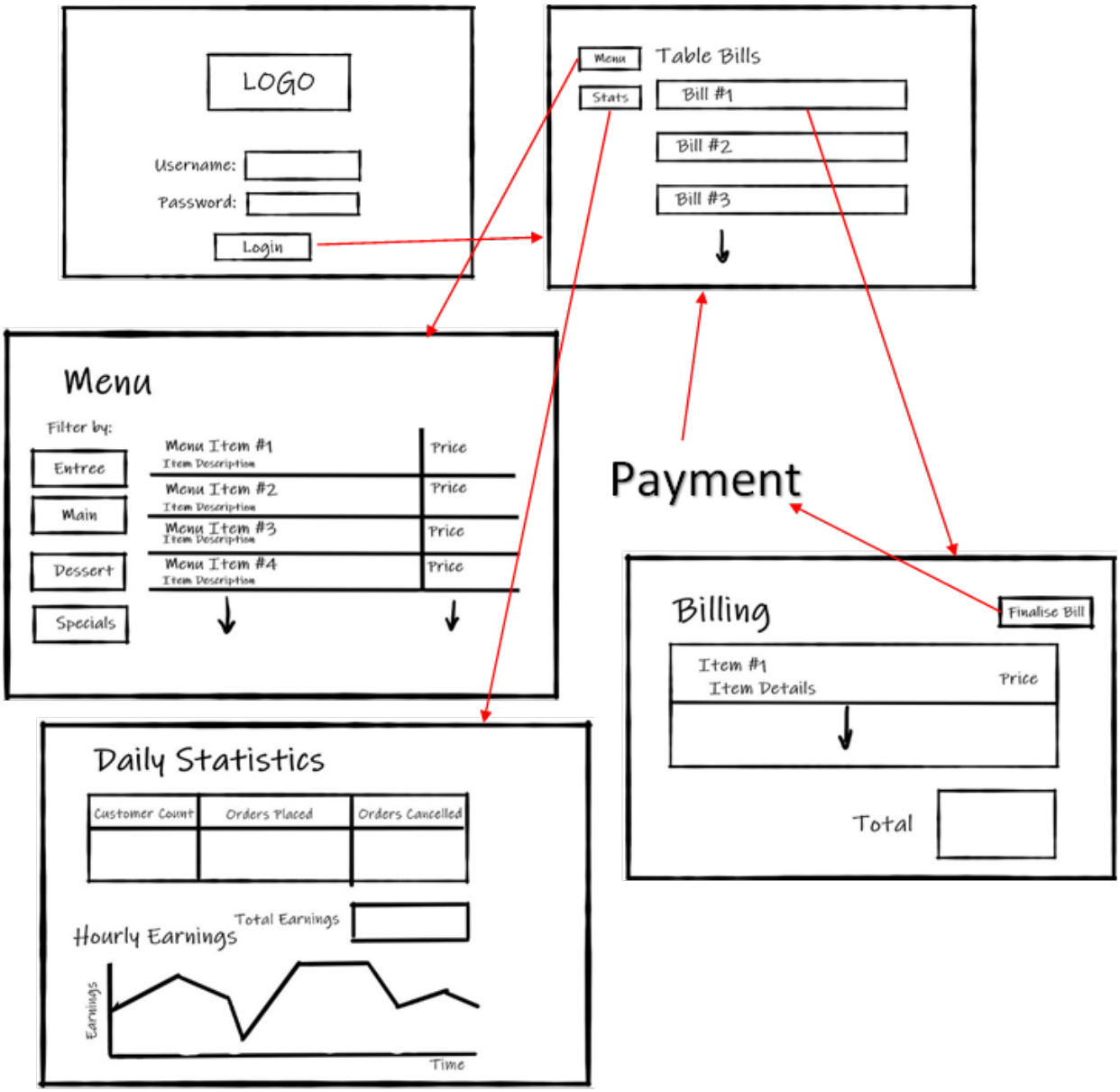
CUSTOMER FLOW DIAGRAM



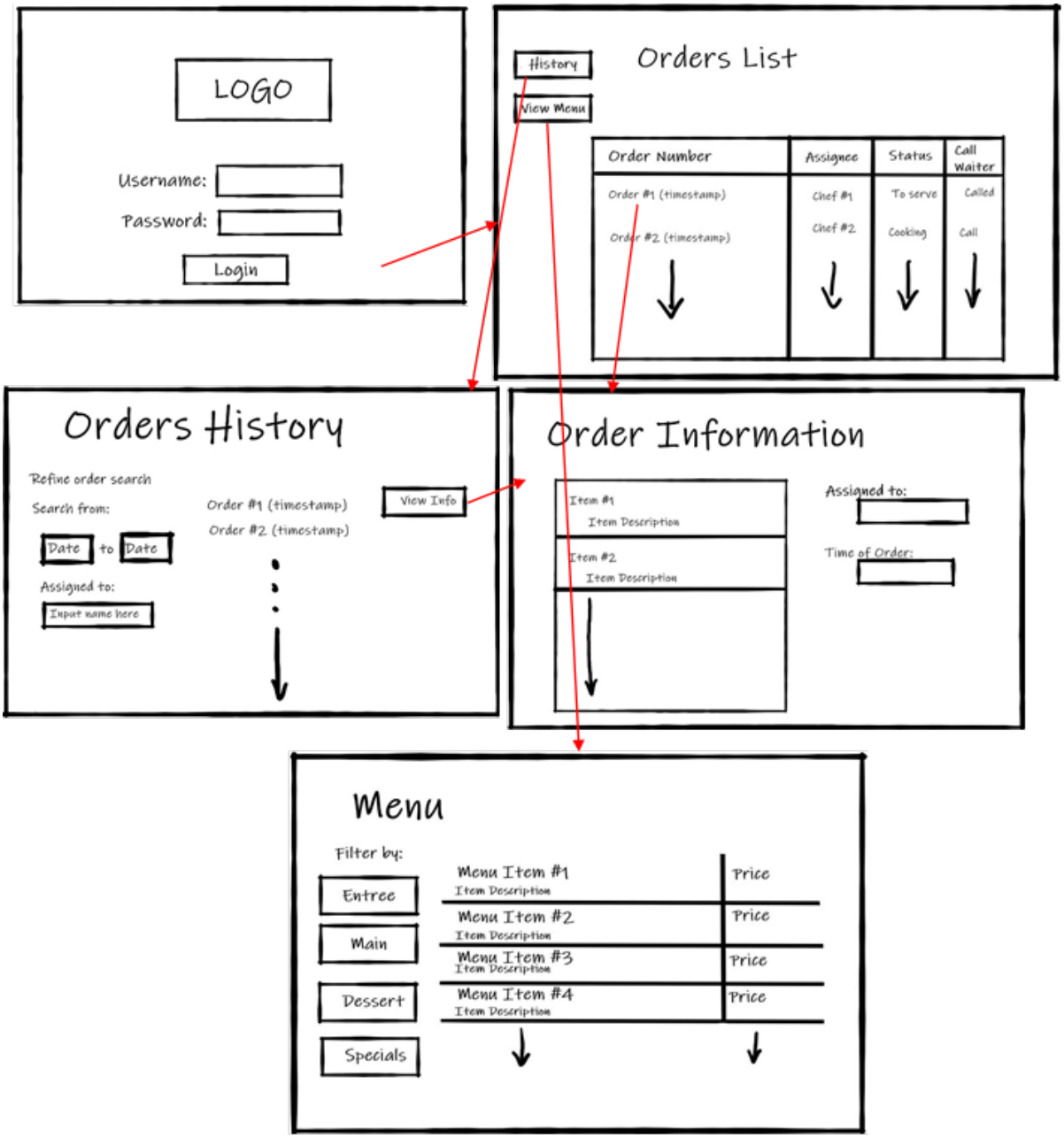
WAITER FLOW DIAGRAM



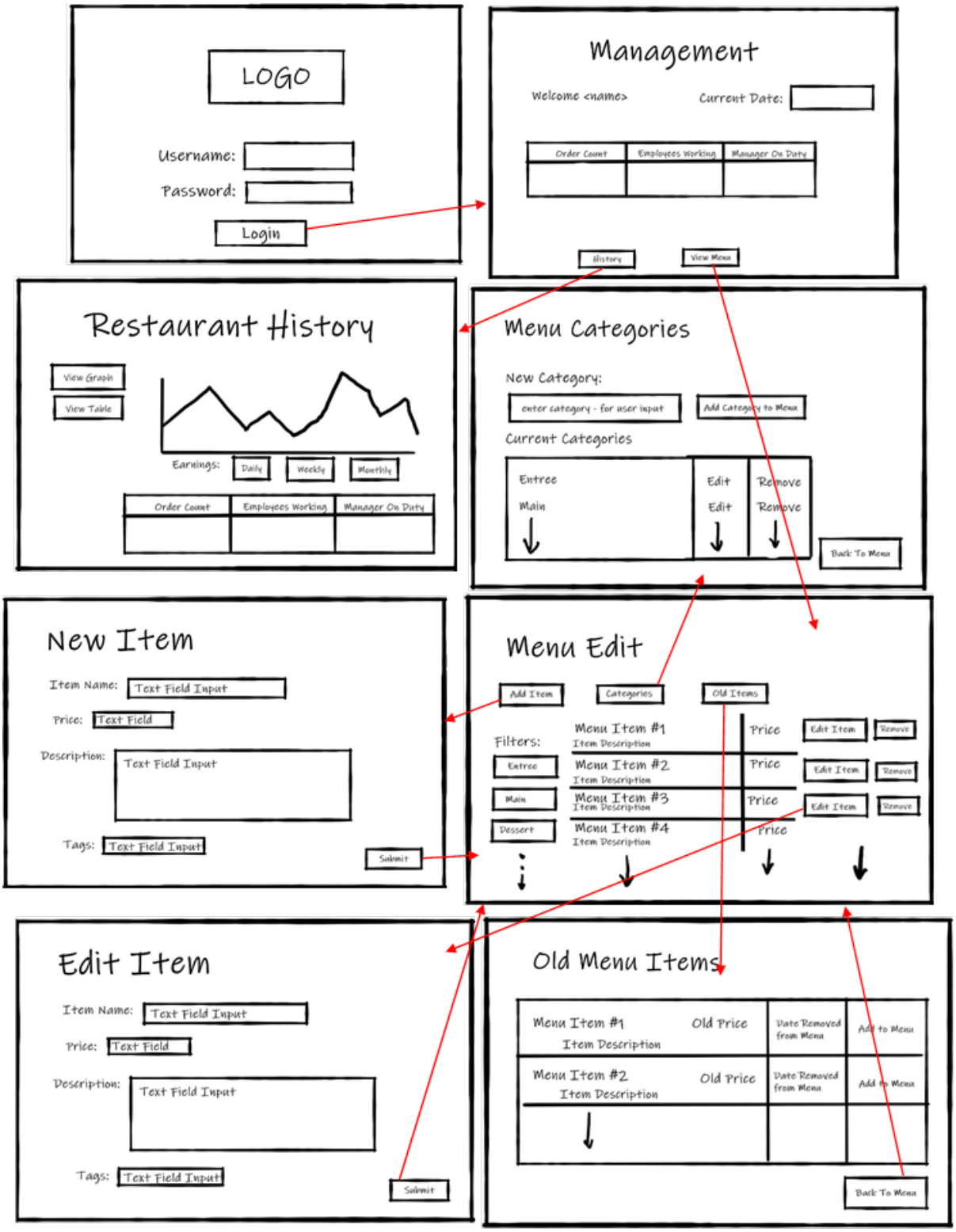
CASHIER FLOW DIAGRAM



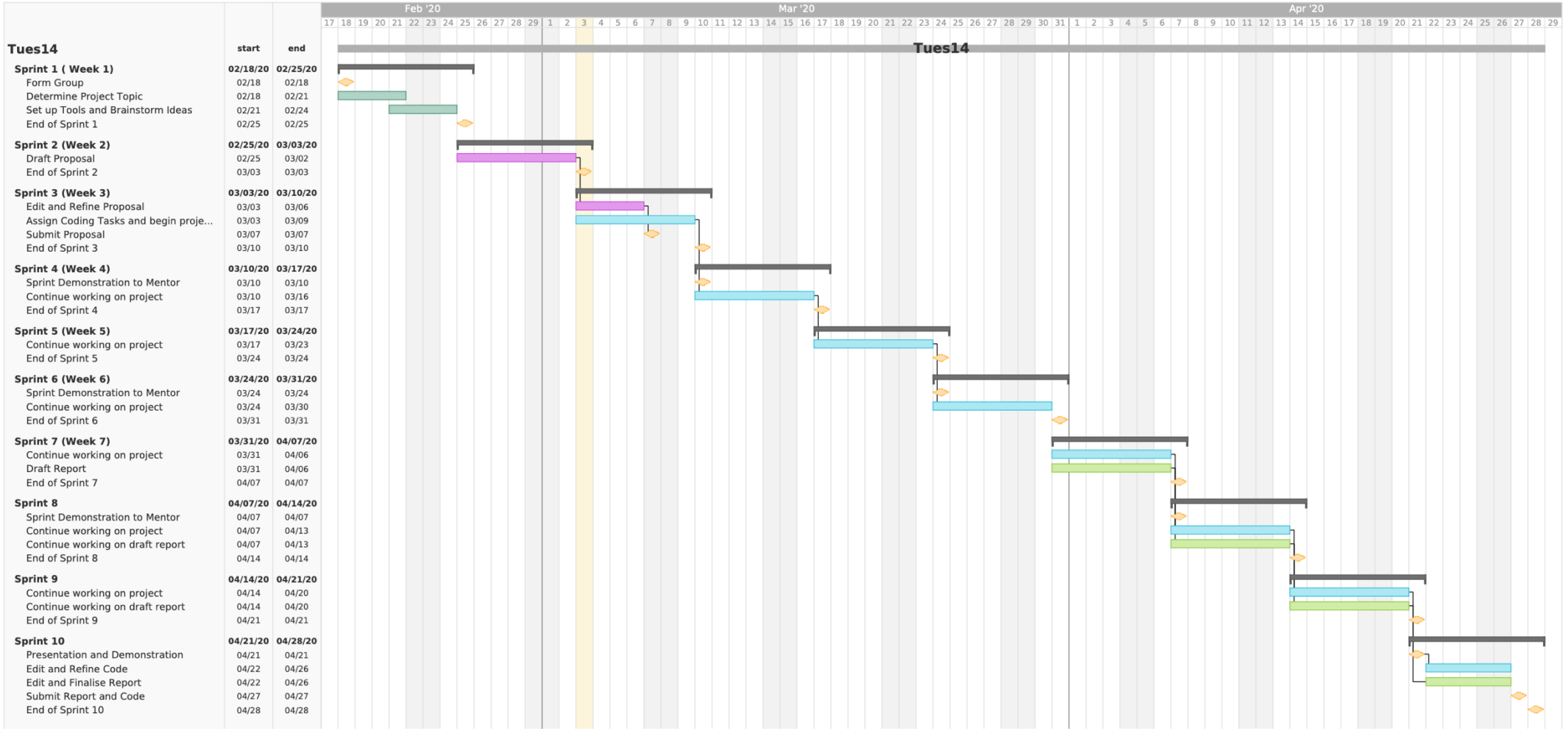
KITCHEN FLOW DIAGRAM



MANAGEMENT FLOW DIAGRAM



6. PROJECT TIMELINE



6.1. PROJECT METHODOLOGY

For this project, our team has selected the Scrum Agile Framework with the aim of delivering set goals and capabilities every week. The Gantt Chart above illustrates the timeline of the projects, sprints and milestones.

Scrum events that are used to ensure efficiency and effectiveness are listed below:

Sprints: In this project, sprints will last one week, where it allows for selected goals to be reached and ready to be reviewed.

Stand-up: Virtual stand-ups will be used during the week in-between meetings, where the team keeps each other in check and progress of their goals.

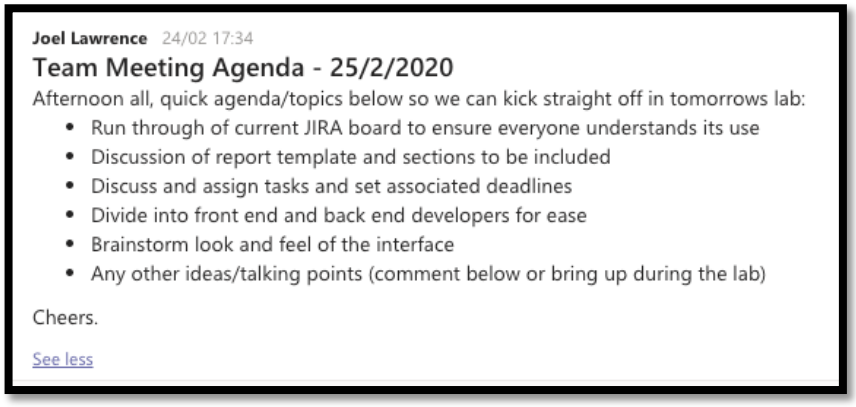
Sprint Review: The sprint reviews occur weekly with the team and fortnightly with our mentor. Feedback will be provided by the Scrum Master and other Developers.

6.2. MEETINGS

Our weekly meetings are on **Tuesdays, Drum Lab K17, 14:00 – 16:00.**

The agendas are sent out prior to the meeting by the Scrum Master, ensuring all points are covered during the meeting and allowing all team members to consider points that will be discussed and should be brought up.

Below is an example of our meeting agenda:



6.3. PROJECT MANAGEMENT AND COLLABORATION TOOLS

The project management and collaboration tools used include; Jira, Microsoft Teams and Github Classroom.

Jira has been selected as a tool to manage our weekly sprints, capturing the epics, managing tasks that must be done and subtasks that can be assigned to individuals. This ensures that we are on track to meeting our goals and able to keep each other accountable.

Microsoft Teams has been selected as a communication and collaboration tool where team members communicate, ask for assistance and bring up any concerns. It is also used for collaboration in creating documentation such as reports and proposals where individuals can edit documents in live time.

Github has been used as a collaboration tool for our project to ensure version control and continuous development through a central repository.

7. ABOUT US

JOEL LAWRENCE – Scrum Master

Joel is a Master of Information Technology student with considerable industry experience with business cases, project management and system support. He was selected as Scrum Master based off his extensive experience. Joel is highly proficient in Python, C and SQL with a deep understanding of PostgreSQL. He is knowledgeable on Scala, Erlang and basic web applications.

BURTON CHEN – Developer

Burton is an undergraduate Computer Science and Commerce student. He is proficient in Java, Python, C, SQL and has some experience in Swift, C++ and Django. Burton has industry experience working in back-end development with Java and Python and some experience with building back-end web application development from previous projects.

JINTAO LI – Developer

Jintao is a Master of Computer Science student. He is proficient in Python and C, basic skills in C++ and some experience in database and SQL. He also has knowledge on NLP, Artificial Intelligence and Machine Learning.

KARL AMBOSTA – Developer

Karl is an undergraduate Computer Science student. He is proficient in Python, C and SQL with a great understanding of Java and PostgreSQL. He also has some experience in HTML, CSS, JavaScript and Flask. Karl has some knowledge on web applications from prior undergraduate projects and experience in both front-end and back-end development.

SILVIA XU – Developer

Silvia is an undergraduate Computer Science and Commerce student. She is proficient in Python, C and basic skills in Java. She has some experience with Flask and back-end development from previous university projects. Silvia also has industry experience with stakeholder and project management.

8. REFERENCES

- PMBOK® Guide – Sixth Edition (2017)
- https://www.djangoproject.com/
- https://getbootstrap.com/
- https://www.mysql.com/
- https://developers.facebook.com/docs/facebook-login/
- https://docs.microsoft.com/en-us/azure/active-directory/develop/authentication-scenarios
- https://developers.google.com/identity/sign-in/web/sign-in
- https://developer.twitter.com/en/docs/basics/authentication/overview
- https://auth0.com/
- https://aws.amazon.com/chatbot/
- https://aws.amazon.com/lex/
- https://aws.amazon.com/ec2/
- https://vuejs.org/

9. APPENDIX

Project	e-Waiter Project
Stakeholders	Customers, Waiters, Kitchen Staff, Cashier, Management/Owners
Created By	Team TUES14

Epic	User Story ID	Feature/Title	User Story	Status
Generic Login/Landing Page	TUES-99	Access Customer Mode	As a customer I want to select customer mode So that I can access a self-service page to view the menu	
	TUES-100	View Contact Information	As a customer I want to view contact information So that I can call the business for information that I am looking for.	
	TUES-101	Customer - Guest Mode	As a customer I want to access guest mode So that I will not need to sign up with personal information	
	TUES-102	Customer - Login	As a customer I want to login to my account So that I can have a more personal experience and my orders saved	
	TUES-103	Customer - Create Credentials	As a customer I want to create an account So that I access a personalised account with more features	

	TUES-104	Customer - Reset Password	As a customer I want to reset my password So that I can have access to my account again if I forget my credentials	
	TUES-113	Access Staff Mode	As a staff I want to select staff mode So that I can access a self-service page related to the business area I am in.	
	TUES-114	Staff - Login	As a staff I want to login to my account So that I can have a more personal experience unique to my role.	
	TUES-115	Staff - Reset Password	As a staff I want to reset my password So that I can have access to my account if I forget my credentials	
	TUES-116	Use Chatbot	As a customer I want to chat to a chatbot So that I ask questions such as operating hours of the business	
	TUES-117	Owner/Admin - Login	As an owner or admin I want to login to an admin account So that I can have change the privilege levels of other staff accounts and have an overview of the business	
Management/ Owner	TUES-77	View statistics of the restaurant	As a Manager I want to view the statistics of my restaurant So that can better visualise the details of my business	
	TUES-82	View the daily takings of day's shifts	As a Manager I want to view my daily takings So that I can compile the restaurant earnings for the day	

	TUES-85	View the history of my restaurant's earnings	As a Manager I want to view my restaurant's earning's history So that I can view the growth/decline of my restaurant	
	TUES-88	Add new food categories to the menu (entree, main, dessert, specials, kids' menu etc.)	As a Manager I want to Add new food categories to the menu So that I can offer a variety of food types to customers	
	TUES-89	Add new food items to the menu (specific dishes)	As a Manager I want to add new food items to the menu So that offer different types of food to customers	
	TUES-90	Remove old food items from the menu	As a Manager I want to remove food items from the menu So that I can rotate between different menu items	
	TUES-91	Update food items on the menu (name, price, food type etc.)	As a Manager I want to update food items on the menu So that I can show the correct information of food items to customers	
	TUES-95	Update food categories on the menu	As a Manager I want to update food categories on the menu So that the correct information can be displayed on the menu	
	TUES-94	Change the order of items on the menu	As a Manager I want to change the order of menu items So that I can change the layout of the menu	
	TUES-96	View old menu items/categories	As a Manager I want to view old menu items/categories So that I can view the types of food items that have been offered	

	TUES-97	Reintroduce old menu items/categories	As a Manager I want to restore old menu items onto the current menu So that I can bring back popular menu items easily	
Cashier	TUES-78	View the Menu	As a cashier I want to be able to view the menu So that can I am able to see what is on offer for customers today	
	TUES-79	View All Orders	As a Cashier I want to be able to view all open/past orders So that I can assist customers as they are ready for the bill or have returned for refunds	
	TUES-80	Settle Orders	As a Cashier I want to be able to settle orders So that I can marked tables as free and finalise customer payments	
	TUES-81	View A Statistics Dashboard	As a Cashier I want to be able to access a statistics dashboard So that I can see live performance, view how many spare tables and predict upcoming free tables.	
Kitchen Staff	TUES-83	View The Menu	As a cook I want to view the menu So that I can ensure it is correct and we have the stock to be able to serve it	
	TUES-84	View Pending Orders	As a cook I want to view pending orders So that I know what needs to be prepared in what order	
	TUES-86	View Old Orders	As a cook I want to view old orders So that I can double check for any mistakes on orders sent out.	

	TUES-87	Change Order Status	As a cook I want to change the status of an order So that I can notify the wait staff when to come to the kitchen to collect the food to serve to the customer.	
Wait Staff	TUES-118	View The Menu	As a Waiter I want to view the menu So that I can familiar with dishes and introduce them to customers	
	TUES-119	View All Orders	As a Waiter I want to view all orders So that I can better serve customers when they need my assistance	
	TUES-120	Place orders for Customers	As a Waiter I want to place orders on behalf of So that I can help customers complete orders if they cannot order themselves	
	TUES-121	View Call Outs	As a Waiter I want to view call outs So that I know some customers need help and I can assist them as soon as possible	
	TUES-122	Mark call out as completed	As a Waiter I want to mark call out as completed So that I can deal them in order and not serve wrong customers	
	TUES-123	Notifications when kitchen items are ready	As a Waiter I want to be notified when kitchen items are ready So that I can deliver them to customers as soon as possible	

	TUES-124	Mark as complete when served to table	As a Waiter I want to mark as complete when served to table So that I will not deliver dishes to wrong table and easy to find when mistakes happen	